

EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S1	70	(agent\$1 or operator\$1) same (receiv\$3 near2 (status adj message\$1))	US-PGPUB; USPAT	OR	OFF	2004/08/14 14:12
S2	0	(agent\$1 or operator\$1) same (receiv\$3 near2 (status adj message\$1)) same ((accept or decline) adj task)	US-PGPUB; USPAT	OR	OFF	2004/08/14 14:07
S3	1158161	(agent\$1 or operator\$1) same (receiv\$3 near2 (status adj message\$1)) same system adj over load\$3	US-PGPUB; USPAT	OR	OFF	2004/08/14 14:13
S4	3	(agent\$1 or operator\$1) same (receiv\$3 near2 (status adj message\$1)) same (system adj over load\$3)	US-PGPUB; USPAT	OR	OFF	2004/08/14 14:13
S5	14	("4737983" "RE34529" "5291550" "5335268" "5452350" "5530744" "5553133" "5570419" "5799077" "5802161" "5815566" "5878130" "5926528" "6327364").PN.	USPAT	OR	OFF	2004/08/14 14:15
S6	1095	system adj overload\$3	US-PGPUB; USPAT	OR	OFF	2005/03/31 10:18
S7	6	S6 same agent	US-PGPUB; USPAT	OR	OFF	2005/03/31 10:21
S8	9913	((accept\$3 or agree\$3 or admit\$4 or acknowledg\$3 or allow\$3 or receiv\$3) near2 (task or job or assignment))	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:01
S9	211	S8 same agent	US-PGPUB; USPAT	OR	OFF	2005/03/31 10:26
S10	0	S6 and S9	US-PGPUB; USPAT	OR	OFF	2005/03/31 10:26
S11	0	S6 same S9	US-PGPUB; USPAT	OR	OFF	2005/03/31 10:26
S12	0	S9 same ((queue or buffer) adj full)	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:02
S13	1	S9 and ((queue or buffer) adj full)	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:02
S14	13	S8 same ((queue or buffer) adj full)	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:05
S15	5	("4937784" "5519696" "5655120" "5761507" "5956714").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 11:04

EAST Search History

S16	67	agent\$1 same ((workflow or task or job) adj assign\$4)	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:10
S17	177	(agent\$1 same (status adj message\$1))	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:11
S18	0	S17 same ((queue or buffer) adj (full or overload\$3))	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:12
S19	4811	(queue or buffer) adj (full or overload\$3)	USPAT	OR	OFF	2005/03/31 11:23
S20	26	S19 same agent	USPAT	OR	OFF	2005/03/31 11:26
S21	94	agent\$1 same (status adj message\$1)	USPAT	OR	OFF	2005/03/31 11:33
S22	11	("4510351" "5386464" "5450480" "5511116" "5592542" "5696811" "5793861" "5946386" "6263066" "6356633" "6449356").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 11:31
S23	0	"available if needed"	USPAT	OR	OFF	2005/03/31 11:34
S24	15	agent\$3 near5 (available adj1 need\$2)	USPAT	OR	OFF	2005/03/31 15:26
S25	1	"6747970".pn.	USPAT	OR	OFF	2005/03/31 13:49
S26	502	(task adj (queue\$3 or dequeue\$3))	USPAT	OR	OFF	2005/03/31 13:50
S27	15	S26 same agent\$1	USPAT	OR	OFF	2005/03/31 13:50
S28	7	("5333266" "5530740" "5721770" "5764898" "5793861" "5796791" "5872841").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:34
S29	3	agent same (available) same ((system or buffer or queue) adj overload\$3)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:37
S30	1533	(accept\$3 or agree\$3) near2 (task or job or assignment)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:38
S31	1391	((system or buffer or queue) adj overload\$3)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:37
S32	0	S30 same S31	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:38
S33	1	S30 and S31	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:52
S34	15	agent near2 (accept\$3 or agree\$3) near2 (task or job or assignment)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:39
S35	6210	agent\$1 adj availab\$6	USPAT	OR	OFF	2005/03/31 14:47
S36	8	S35 same status adj message\$1	USPAT	OR	OFF	2005/03/31 14:48

EAST Search History

S37	126898	agent same (available or unavailable or (available adj if adj need\$2))	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:53
S38	838	agent same (available or unavailable or (available adj if adj need\$2)).ab.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:54
S39	0	agent same (available adj if adj need\$2)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:54
S40	0	agent near3 (available adj if adj need\$2)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:54
S41	0	(available adj if adj need\$2)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:54
S42	0	(available adj if adj needed)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:54
S43	6704	(available near2 needed)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:55
S44	144	S43 same agent	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 15:09
S45	109	S43 same agent	US-PGPUB; USPAT	OR	OFF	2005/03/31 15:09
S46	16557	agent\$3 near2 (availabl\$5)	USPAT	OR	OFF	2005/03/31 17:05
S47	45	"46" same workflow	USPAT	OR	OFF	2005/03/31 17:09
S48	276	task adj assignment\$1	USPAT	OR	OFF	2005/03/31 17:09
S49	4	S48 same agent\$1	USPAT	OR	OFF	2005/03/31 17:10
S50	242	agent adj status	USPAT	OR	OFF	2005/03/31 17:11
S51	2	S50 and (buffer or queue or system) adj1 overload\$3	USPAT	OR	OFF	2005/03/31 17:16
S52	38	volume adj task\$1	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:17
S53	83624	exceed\$3 near2 threshold	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:17
S54	0	S53 same task adj assignment\$1	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:18
S55	0	(task adj assignment\$1) near5 (exceed\$3 adj1 threshold)	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:18
S56	0	((task adj assignment\$1) near10 (exceed\$3 adj1 threshold))	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:18
S57	8	((task adj assignment\$1) and (exceed\$3 adj1 threshold))	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:19

EAST Search History

S58	6	blend\$3 adj database	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:20
S59	73	high near3 (call adj volume)	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:26
S60	16	re?assign\$3 adj task\$1	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:27
S61	25495	S59 sam S60	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:27
S62	0	S59 same S60	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:27
S63	0	receiv\$3 near2 (agent adj status adj message)	USPAT	OR	OFF	2005/03/31 18:03
S64	0	receiv\$3 same (agent adj status adj message)	USPAT	OR	OFF	2005/03/31 18:03
S65	0	receiv\$3 near5(agent adj status adj message)	USPAT	OR	OFF	2005/03/31 18:03
S66	4	(agent adj status adj message)	USPAT	OR	OFF	2005/03/31 18:03
S67	0	multi?task\$3 same (agent adj status)	USPAT	OR	OFF	2005/09/29 08:57
S68	29	multi?task\$3 same (agent)	USPAT	OR	OFF	2005/09/29 09:01
S69	0	(agent adj availabl\$4) same (multi?task\$3)	USPAT	OR	OFF	2005/09/29 09:02
S70	15	(agent adj availabl\$4) and (multi?task\$3)	USPAT	OR	OFF	2005/09/29 12:01
S71	18	(agent adj (status or availabl\$4)) and (multi?task\$3)	USPAT	OR	OFF	2005/09/29 10:06
S72	0	(agent adj (status or availabl\$4)) same (multi?task\$3)	USPAT	OR	OFF	2005/09/29 09:06
S73	1	"6336575".pn.	USPAT	OR	OFF	2005/09/29 10:06
S74	1	"6366575".pn.	USPAT	OR	OFF	2005/09/29 10:07
S75	0	"6366575".pn. and multi	USPAT	OR	OFF	2005/09/29 10:07
S76	0	"6366575".pn. and multi?task	USPAT	OR	OFF	2005/09/29 10:07
S77	10	709/203,206,217,223,224;379/265, 265.01,265.07,265.09,265.11,265. 12,265.13.ccls. and(agent adj availabl\$4) and (multi?task\$3)	US-PGPUB; USPAT	OR	OFF	2005/09/29 12:02
S78	9817	(reassign\$3 or switch\$3 or chang\$3) near3 task\$1	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:01
S79	1213	system adj overload\$3	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:07
S80	0	S78 same S79	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:02

EAST Search History

S81	33	S78 and S79	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:02
S82	0	S79 same call adj system	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:07
S83	0	S79 same call adj center	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:08
S84	263	(queue adj overloaded) or (call near3 volume near3 high)	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:08
S85	0	S84 and web near call adj center	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:09
S86	41	web near call adj center	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:09
S87	8	("6389132").URPN.	USPAT	OR	OFF	2006/03/03 12:11
S88	24	("4510351" "5111391" "5185780" "5195172" "5289368" "5325292" "5369570" "5477447" "5481667" "5659768" "5917485" "6021403" "6021428" "6044355" "6081592" "6130942" "6134530" "6389132" "6449646" "6581105" "6661889" "6665395" "6744877" "6771764").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/03/03 12:19